

APPLM001

Service Package BASIS

The Service Package BASIS provides a solid basis for your SAP ERP HCM Application support.

Description

The Service Package BASIS is the basic way to administrate your requirements concerning SAP ERP HCM Application support – from reporting of a request to communication during the working process and up to going live.

Our Inbound-Interface is the perfect tool to monitor the current status/process of your requests, as well as to establish the direct communication with the responsible consultant.

Implemented Functionalities

TICKET ADMINISTRATION

Ticket creation, communication between the consultant and your responsible employees, emergency hotline

INBOUND-INTERFACE

Customer Interface to report requests fast and easily and monitor the current status

SYSTEM MAINTENANCE

Updating of existing legal values of your payroll and the relevant tables of collective agreements (only including table changes)

TRANSPORT HANDLING

Organisation and administration of your transports

Client Advantages

Short communication channels

Hands on administration

Communication with the consultant

Emergency hotline